



## MEDIATION IN CARE-GIVING DISPUTES

**MEDIATION IN CARE-GIVING DISPUTES:** Mediation is a process in which people meet privately to work out a solution to their problem with the help of a neutral party (mediator). Unlike an administrative or courtroom hearing, where a hearing officer or judge decides what facts are important and decides what should happen, a mediator helps the parties themselves decide what is important and propose their own solutions to resolve the problems. If successful, mediation results in a written agreement acceptable to all parties.

Mediation is used increasingly to resolve care-giving disputes, whether in the community or in nursing facilities, homes for the aged, or adult foster care. Mediation can be set up quickly. Mediation is confidential. Mediation costs very little. Mediation does not require attorneys. Mediation can include as many interested parties as necessary, unlike an administrative or court hearing where generally only two sides can participate. Mediation allows participants to explore underlying issues and problems affecting the specific issue, which led to mediation.

Mediators who work on these types of disputes are specially trained to encourage participation by the older or disabled adult and to help the person express their issues and proposed solutions. Sometimes the mediator must arrange for another person to help the disabled or older adult participate at whatever level is possible. In some cases, an advocate would represent the interests of the person when the person could not or chose not to participate.

### **What kinds of issues can be mediated:**

- Daily care-giving issues
- Family/staff issues
- Communication issues
- Health/medical care/end of life decisions
- Safety/risk-taking/autonomy
- Access/visitors
- Financial decisions
- Family relationship issues

For more information please call our toll free number:

**1-866-485-9393**

Where to find a mediator: Community Dispute Resolution Programs (CDRP) exist in every Michigan county. Many of the CDRP have mediators who have received specialized training on caregiver and guardianship issues.

**Berrien, Branch, Cass, St. Joseph, Van Buren Counties:**

Citizens Mediation Services, Inc.  
2800 Cleveland Ave., Ste. 2  
St. Joseph, MI 49085  
269-982-7898  
Fax - 269-982-7899  
e-mail - [matt\\_balfe@citizensmediation.org](mailto:matt_balfe@citizensmediation.org)  
web - [www.citizensmediation.org](http://www.citizensmediation.org)

**Charlevoix and Emmet Counties:**

Citizen Dispute Resolution Services, Inc.  
Northern Community Mediation  
415 State Street  
Petoskey, MI 49770  
231-487-1771  
Fax - 231-487-1770  
e-mail - [Jane@NorthernMediation.org](mailto:Jane@NorthernMediation.org)

**Chippewa, Luce, Mackinac Counties:**

Eastern UP Dispute Resolution Center, Inc.  
(LSSU Brown Hall, Office #2)  
PO Box 505  
Sault Ste Marie, MI 49783  
906-632-5467  
Fax - 906-632-5471  
e-mail - [cdrc@30below.com](mailto:cdrc@30below.com)

**Delta, Menominee, Schoolcraft Counties:**

Resolution Services Program, UPCAP Services, Inc.  
PO Box 606 (2501 14th Ave. S)  
Escanaba, MI 49829  
906-789-9580  
Fax - 906-786-5853  
e-mail - [gocc@charterinternet.com](mailto:gocc@charterinternet.com)  
web - [www.upcapservices.com/other-resoservices.shtml](http://www.upcapservices.com/other-resoservices.shtml)

**Genesee, Arenac, Bay, Clare, Gladwin, Midland, Ogemaw, Roscommon Counties:**

Community Dispute Resolution Center of Genesee County, Inc.  
315 E. Court St., Ste. 200  
Flint, MI 48502  
810-249-2619  
Fax - 810-239-9545  
e-mail - [crccdayna@sbcglobal.net](mailto:crccdayna@sbcglobal.net)

**Gogebic, Baraga, Dickinson, Houghton, Iron, Keweenaw, Ontonagon Counties:**

Western UP Mediators  
115 E. Ayer St.  
Ironwood, MI 49938  
906-932-0010  
Fax - 906-932-0033  
e-mail - [mediator@up.net](mailto:mediator@up.net)

**Grand Traverse, Benzie, Leelanau, Missaukee, Wexford Counties:**

Community Reconciliation Services, Inc.  
1022 E. Front Street  
PO Box 1035  
Traverse City, MI 49685-1035  
321-941-5835  
Fax - 321-941-4530  
e-mail - [CRService@thirdlevel.org](mailto:CRService@thirdlevel.org)

**Ingham, Clinton, Eaton, Gratiot, Ionia, Shiawassee Counties:**

DRCCM-Dispute Resolution Center of Central Michigan  
2929 Covington, Ste. 201  
Lansing, MI 48912  
517-485-2274  
Fax - 517-485-1183  
e-mail - [drccm.beauregard@tds.net](mailto:drccm.beauregard@tds.net)

**Jackson, Hillsdale, Lenawee, Monroe Counties:**

Southeastern Dispute Resolution Services  
Community Action Agency  
1214 Greenwood  
PO Drawer 1107  
Jackson, MI 49204  
517-784-4800  
Fax - 517-784-5188  
e-mail - [mstanley@caajlh.org](mailto:mstanley@caajlh.org)

**Kalamazoo, Barry, Calhoun Counties:**

Dispute Resolution Services  
Gryphon Place  
1104 S. Westnedge Ave.  
Kalamazoo, MI 49008  
269-552-3434  
Fax - 269-381-0935  
e-mail - [bburnside@gryphon.org](mailto:bburnside@gryphon.org)

**Kent, Isabella, Lake, Mecosta, Montcalm,  
Newaygo, Osceola**

Dispute Resolution Center of West Michigan  
Community Reconciliation Center  
678 Front St., NW, Ste. 250  
Grand Rapids, MI 49504  
616-774-0121  
Fax – 616-774-0323  
e-mail – [drcwestmich@hotmail.com](mailto:drcwestmich@hotmail.com)  
web – [www.drcwmich.org](http://www.drcwmich.org)

**Macomb and St. Clair Counties**

The Resolution Center  
176 S. Main St., Ste. 2  
Mt. Clemens, MI 48043  
586-469-4714  
Fax – 586-469-0078  
e-mail – [theresolutioncenter@mediate.com](mailto:theresolutioncenter@mediate.com)  
web – [www.theresolutioncenter.com](http://www.theresolutioncenter.com)

**Marquette and Alger Counties:**

Marquette-Alger Resolution Services  
MSU Extension  
184 US Hwy 41 E  
Negaunee, MI 49886  
906-475-5739  
Fax – 906-475-4940  
e-mail – [marsmediation@yahoo.com](mailto:marsmediation@yahoo.com)  
web – [www.marsmediation.org](http://www.marsmediation.org)

**Muskegon, Manistee, Mason, Oceana Counties:**

Westshore Dispute Resolution Center  
8 W. Walton Avenue  
Muskegon, MI 49440  
231-727-6001  
Fax 231-727-6011  
e-mail – [wdrc@verizon.net](mailto:wdrc@verizon.net)

**Oakland County:**

Oakland Mediation Center, Inc.  
850 Hulet Drive, Ste. 102  
Bloomfield Hills, MI 48302  
248-338-4280  
Fax – 248-338-0480  
e-mail – [bhanes@mediation-omc.org](mailto:bhanes@mediation-omc.org)  
web – [www.mediation-omc.org](http://www.mediation-omc.org)

**Otsego, Alcona, Alpena, Antrim, Cheboygan,  
Crawford, Iosco, Kalkaska, Montmorency, and  
Presque Isle Counties:**

Community Mediation Services  
Otsego County Michigan State University  
Extension Services  
United Way Bldg.  
116 5th Street  
Gaylord, MI 49735  
989-732-1576 or 989-705-1277  
Fax 989-705-1337  
e-mail – [mediation@voyager.net](mailto:mediation@voyager.net)

**Ottawa and Allegan Counties:**

Center for Dispute Resolution  
Macatawa Resource Center  
665 136th Ave.  
Holland, MI 49424  
616-399-1600  
Fax – 616-399-1090  
e-mail – [cdrexec@macatawa.org](mailto:cdrexec@macatawa.org)  
web – [www.centerfordisputeresolution.org](http://www.centerfordisputeresolution.org)

**Tuscola, Huron, Lapeer, Sanilac Counties**

Center for Dispute Resolution  
Human Development Commission  
429 Montague Ave.  
Caro, MI 48723-1997  
989-672-4044  
Fax – 989-673-2031  
e-mail – [peggyd@hdc-caro.org](mailto:peggyd@hdc-caro.org)

**Washtenaw and Livingston Counties**

Dispute Resolution Centers of Michigan, Inc.  
The Dispute Resolution Center  
110 N. Fourth Ave., Ste. 100  
PO Box 8645  
Ann Arbor, MI 48107-8645  
734-222-3745  
Fax 734-222-3760  
e-mail – [langk@washtenaw.org](mailto:langk@washtenaw.org)  
web – [www.mimmediation.org](http://www.mimmediation.org)

**Wayne County**

Neighborhood Reconciliation Center  
Garrison Place  
19855 W. Outer Drive, Suite 206, East Bldg.  
Dearborn, MI 48124  
313-561-3500  
Fax 313-561-3600  
e-mail – [hlicheron@mediation-wayne.org](mailto:hlicheron@mediation-wayne.org)  
web – [www.mediation-wayne.org](http://www.mediation-wayne.org)